

# **eTDE Frequently Asked Questions**

## **BASICS**

1. What must companies purchase in order to use eTDE?

Please see items 3 and 4 in the link: <http://www.etde.usda.gov/etde/eTDEHelpCenter.aspx>

2. If companies wish to utilize the OCR feature, what type of additional hardware and/or software will they need to purchase?

Please see items 3 in the link: <http://www.etde.usda.gov/etde/eTDEHelpCenter.aspx>

3. Will companies be able to upload certificates to eTDE from multiple work stations/computers?

If a company chooses to manually upload certificates to eTDE, then multiple workstations can be used provided FTP software linked to eTDE is installed on the multiple, separate workstations. Companies that choose to utilize the OCR feature must purchase separate Kofax Capture licenses and have the software individually per work station.

4. Who can see my documents?

Access to trade documents and health certificates is based on the designation of the Entity Administrator, or Document User that has been granted access by the Entity Administration (EA). The EA can set permissions so that the only others to see your documents will be the import officials at the appropriate destination port, customers (should you upload additional documents), and so on. The foreign port inspection officials are registered through the USDA e-Authentication system as Level 1 users. Other eTDE exporters will not be able to see your data.

6. Are certificates going away?

The eTDE system does not replace the need to generate paper health certificates. Copies of health certificates downloaded from eTDE contain warning statements that they are not replacements for the actual certificate, and that some documents are provided by sources that operate independently of USDA (example: if you uploaded bill of lading or manifest).

## **eAUTHENTICATION**

8. Is this the same eAuthentication system that companies have signed up for to utilize PHIS?

Yes, but passwords expire after 180 days and so companies are urged to make sure their profiles are up to date.

9. If a company has multiple establishments, what is the best way to set up the e-Authentication system?

Companies have two options:

- Each individual establishment can operate as its own Entity. Each establishment would have its own Entity Administrator that would grant access to users, or
- Multiple establishments register under one Entity Administrator. All documents from multiple establishments could be uploaded at one or more stations under the same Entity.

## **COST**

6. What are the costs associated with using eTDE?

Excel Option:

Purchase of FTP software = onetime fee of ~ \$85-100, depending on FTP software company chooses to buy.

OCR Option:

For cost information, please see items 3 in the link:  
<http://www.etde.usda.gov/etde/eTDEHelpCenter.aspx>

7. How will companies be notified if the transfer of docs between exporter and eTDE is unsuccessful?

AMS will notify the companies.